



QUALITY MANAGEMENT BULLETIN - AUGUST 2025

Target Audience - Qualified Vendors and Providers

Transmittal Date - 08/28/2025

QM Update

The Division continues to work toward a smooth transition of vendor incident reporting via submission directly into the AHCCCS QM portal starting November 1, 2025. As a reminder, over the next several weeks, the Division will communicate a schedule for virtual Question & Answer and technical assistance sessions to help prepare QVs for this change. Additionally, the Division will create a User Guide and Frequently Asked Questions that will be published on the Division's website.

For Questions about this change please contact the [Division's Chief Quality Officer](#).

Policy Changes on G-tube Feeding and Medication

Due to recent updates to Division Medical Policies 310-I and 1240-G, Health Care Services (HCS) is working to implement a process to provide training to caregivers of members with G-Tubes.

Policy language: "The Contractor shall work internally to create policy and procedure safeguards in addition to monitoring processes for gastrostomy tube feedings. When the treatment plan includes gastrostomy tube feeding, the task can be delegated to the caregiver/LHA after the Home Health Nurse has successfully trained and attested that the caregiver/LHA is safe to administer this form of tube feeding."

As a result of these policy revisions:

- Medication administration via a G-tube is now considered a skilled need.
- G-tube feedings now require responsible person/self annual check-offs and attestations. The person who administers the tube feedings will be verified by a home health agency registered nurse annually, who will then submit attestations to the Division.

The Division will be implementing communication with affected vendors and vendor calls. Qualified Vendors with questions should contact [Tamara Greabell](#), the Health Care Services Special Projects Nurse.

Credentialing Corner

Connection Between Credentialing and APEP

The Credentialing Unit continues to see delays as a result of incomplete submissions, outdated documents, and cross-system inconsistencies. This month **APEP (AHCCCS Provider Enrollment Portal)** requirements are highlighted. As a reminder, Qualified Vendors have the responsibility to keep their records consistent between DDD's Credentialing, Contracting, and OLCR as well as AHCCCS/APEP. All vendor information must be the same in all systems.

Vendor Responsibilities with APEP (and OLCR Alignment)

Since DDD and AHCCCS are separate agencies, updates submitted to DDD must also be submitted to AHCCCS/APEP to avoid significant delays, denials, or financial impacts. Additionally, this information must

also match the records in the Office of Licensing, Certification, and Regulation (OLCR) including:

- New Service Locations – Each service site for Group Homes must have its own AHCCCS Provider ID and be reflected identically in DDD, OLCR, and APEP records.
- New Services – Any new services must be added to the Qualified Vendor’s AHCCCS file in APEP and must match the HCBS Certificate
- TIN Linkage – Each Qualified Vendor’s Tax Identification Number (TIN) must be tied to the correct parent organization within APEP (if applicable).
- Consistency Across Systems – Legal names, NPIs, TINs, locations, service codes, addresses, and site names must match exactly in all three systems: DDD, AHCCCS/APEP, and OLCR.

Example of a Common Issue

Scenario: A vendor submits a new Group Home location to DDD but does not update APEP or OLCR.

Result: Credentialing pauses because the AHCCCS ID is missing in APEP and OLCR does not reflect the location/service approval.

Impact: The service site cannot be credentialed, delaying provider enrollment and reimbursement.

Key Reminder

Failure to ensure that **DDD’s Credentialing, Contracting, and OLCR as well as AHCCCS/APEP** submissions match (locations, services/service codes, identifiers, addresses, site names) will result in credentialing holds or denials. Qualified Vendors are encouraged to review and update all systems whenever changes occur so they all match.

APEP Contact Information

- Phone: 602-417-7670 option 5
- Fax: 602-256-1474
- Email: APEPTrainingQuestions@azahcccs.gov
- Website: azahcccs.gov/APEP
- Portal Login: azahcccs.gov/PlansProviders/APEP

Qualified Vendors with questions or who need assistance should contact the [Credentialing Unit](#) or visit the [DDD Credentialing Unit web page](#).

For all other QM inquiries please reach out to one of the District emails below.

- District Central - DDDCentralIR@azdes.gov
- District East - DDDEastIR@azdes.gov
- District North - DDDDistrictNorthIncidentReports@azdes.gov
- District South - DDDD2IR@azdes.gov
- District West - DDDDWestIR@azdes.gov

As always, thank you for continuing to care for the DDD community and for your continued collaboration.